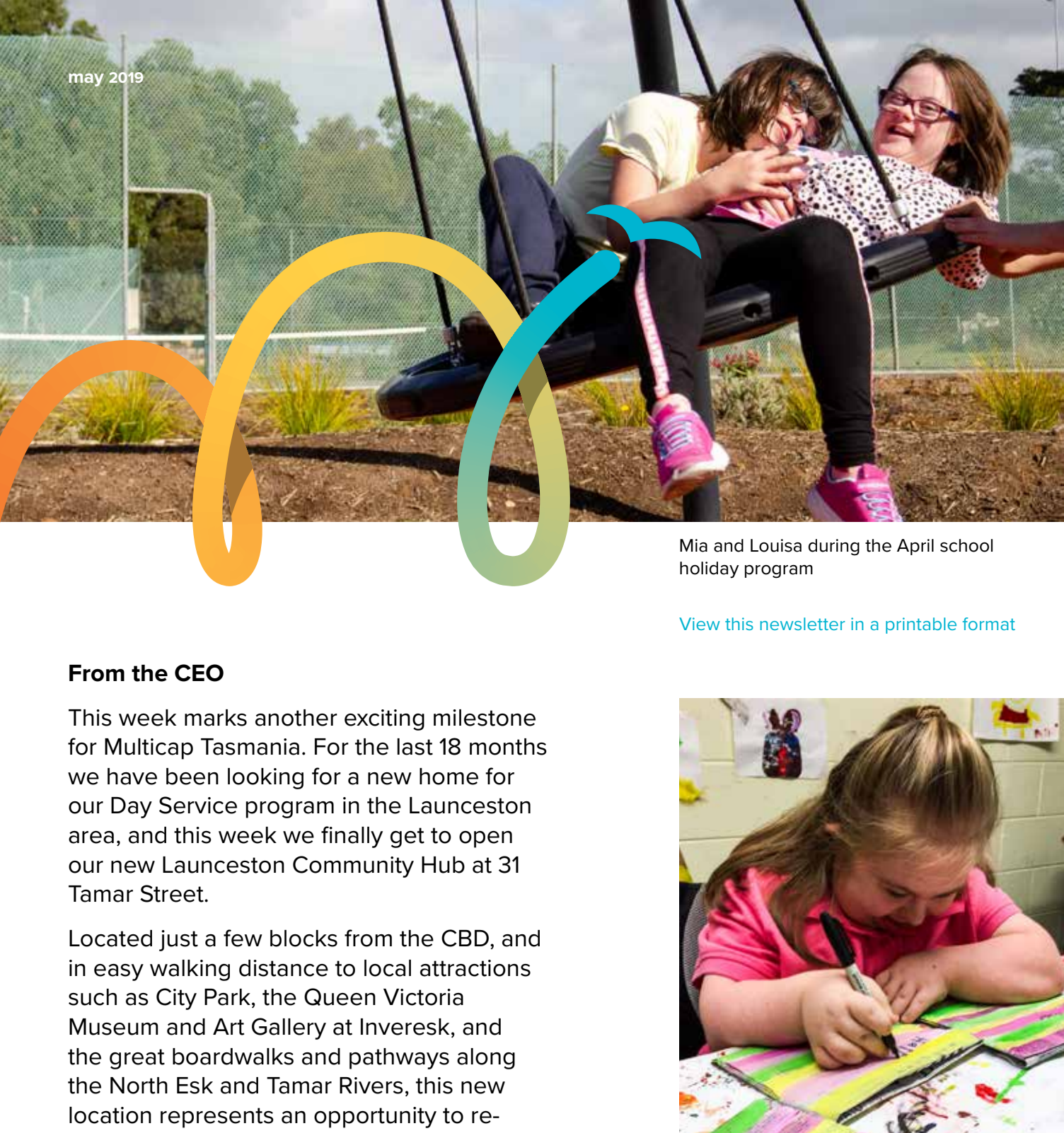


may 2019



Mia and Louisa during the April school holiday program

[View this newsletter in a printable format](#)

From the CEO

This week marks another exciting milestone for Multicap Tasmania. For the last 18 months we have been looking for a new home for our Day Service program in the Launceston area, and this week we finally get to open our new Launceston Community Hub at 31 Tamar Street.

Located just a few blocks from the CBD, and in easy walking distance to local attractions such as City Park, the Queen Victoria Museum and Art Gallery at Inveresk, and the great boardwalks and pathways along the North Esk and Tamar Rivers, this new location represents an opportunity to re-shape our services in the Launceston area.

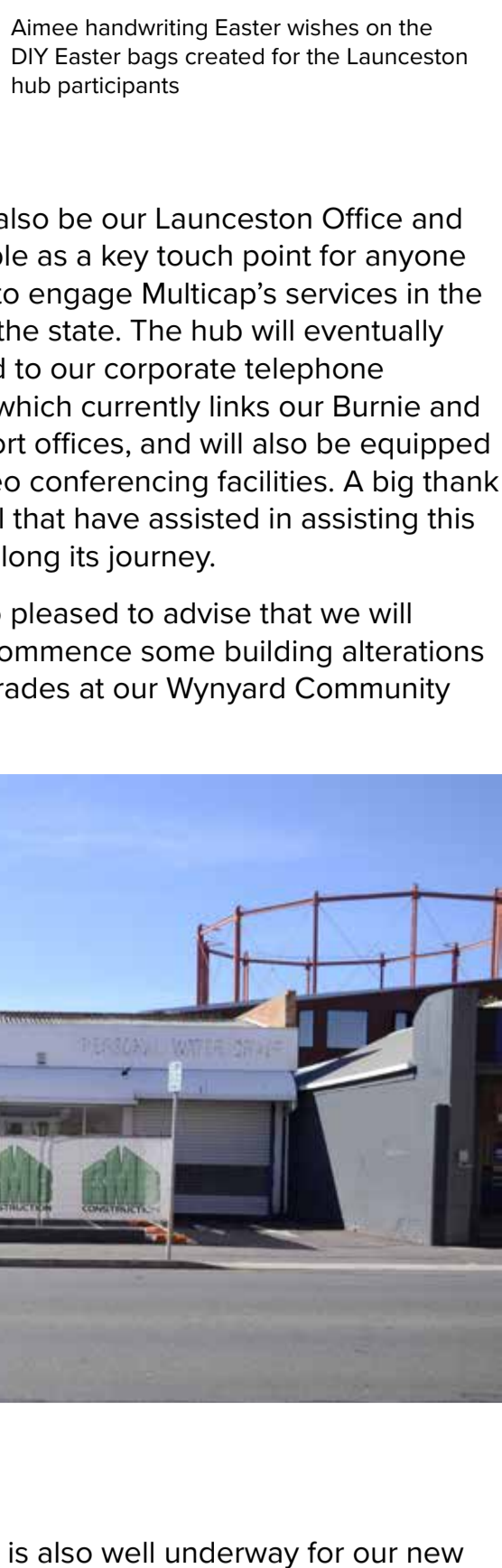
The new building is more than double the size of our Blaydon Street site and has been created from a blank shell by RMB Construction who have been working on the fitout of the site for the last 2 months.

Importantly the building has large amounts of open area that will allow it to be very versatile in how we use it, providing ability for us to use the space for group-based activities and learning activities. We now have the capacity to provide activities that focus on skills development and practical skills, and of course still being able to make the best of the local attractions and offerings around us.

The new community hub will shortly be branded to provide a very visible presence to our operations in Launceston. The new

hub will also be our Launceston Office and will double as a key touch point for anyone wishing to engage Multicap's services in the north of the state. The hub will eventually be linked to our corporate telephone system, which currently links our Burnie and Devonport offices, and will also be equipped with video conferencing facilities. A big thank you to all that have assisted in assisting this project along its journey.

I am also pleased to advise that we will shortly commence some building alterations and upgrades at our Wynyard Community



Aimee Handwriting Easter wishes on the DIY Easter bags created for the Launceston hub participants

We are currently in the process of purchasing a home in the Burnie area which will also form part of our transition from Panorama, as well as entering into agreements with Housing Tasmania on leasing some brand-new houses and units in the Devonport area. These are all exciting opportunities for us to modernise our residential offerings.

One of our other strategic pillars is high quality, contemporary programs delivering the support, skills and experiences required by our clients and community.

My expectation is that we are talking to all our clients and their families during the year and working with you to ensure you get the most from the services we provide. In addition to this, we will also conduct an Annual Satisfaction Survey, with the 2019 one to be held in November this year.

At any time, however, I am happy to receive feedback from clients and their families on improvements we can make, or even suggestions for new programs, as we aim to make Multicap Tasmania a more responsive organisation. Please feel free to contact me at our head office (6431 3211) or email nigel.hill@multicap.com.au with any ideas, suggestions, and of course feedback on our services.

The Board of Multicap will also be conducting some sessions during the year where they would welcome the opportunity to meet clients and their families. The first of these will be in Launceston on Wednesday, 31 July. More details will be provided in the near future.

On 1 July 2019 oversight of the services we provide will transition from the Tasmanian Government to the NDIS Quality and Safeguarding Commission.

The transition will mean that we will need a number of new policies and processes to ensure we meet all the requirements of the new commission which are different (and more stringent than existing requirements).

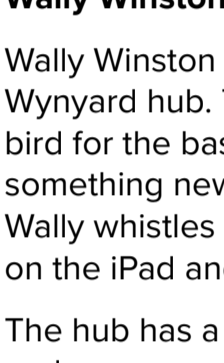


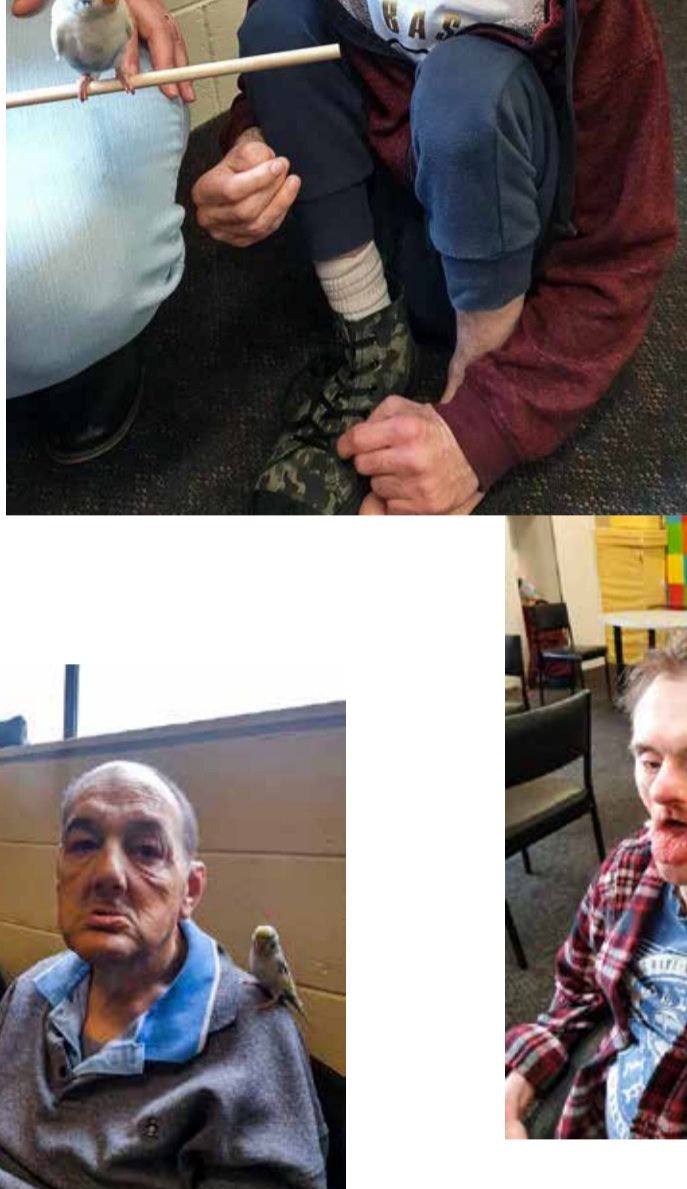
Alastair McEwin, Australia's Disability Discrimination Commissioner, visiting the horticulture program at Westwood

Before we transition to the new commission we will provide to every client and their family a Client (Participant) Handbook, which will be an information pack on everything you need to know about us and will provide information on all sorts of things, including the services we provide, how we can work with you to meet your goals, and our complaints and feedback processes.

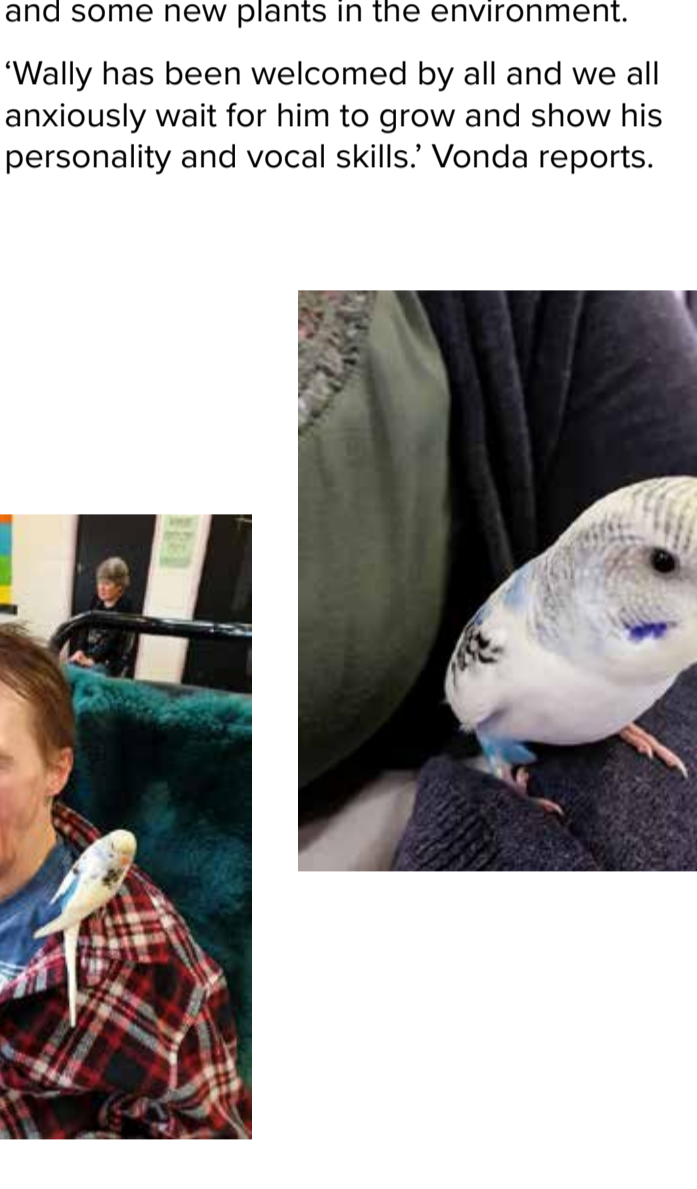
Should you want more information on the NDIS Quality and Safeguarding Commission visit www.ndiscommission.gov.au

Best wishes

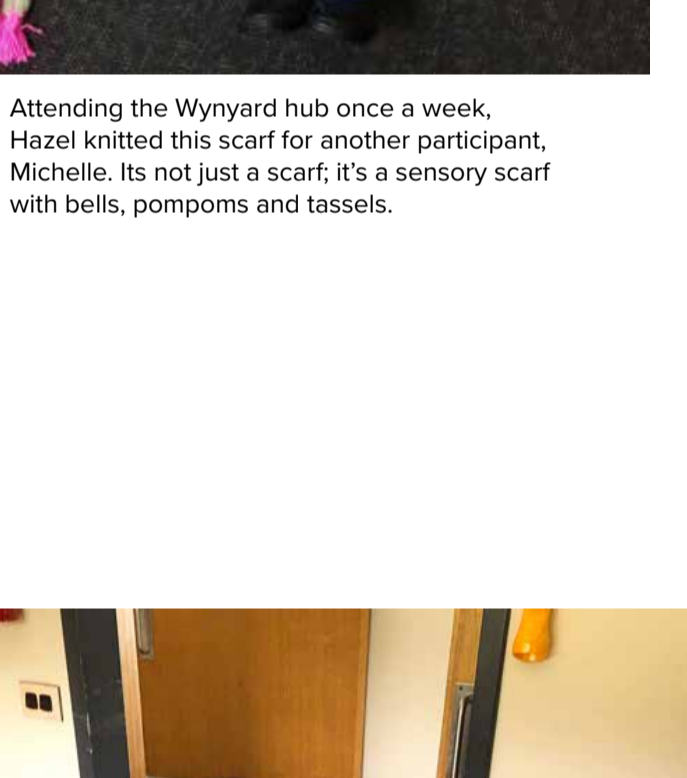

Nigel Hill
CEO



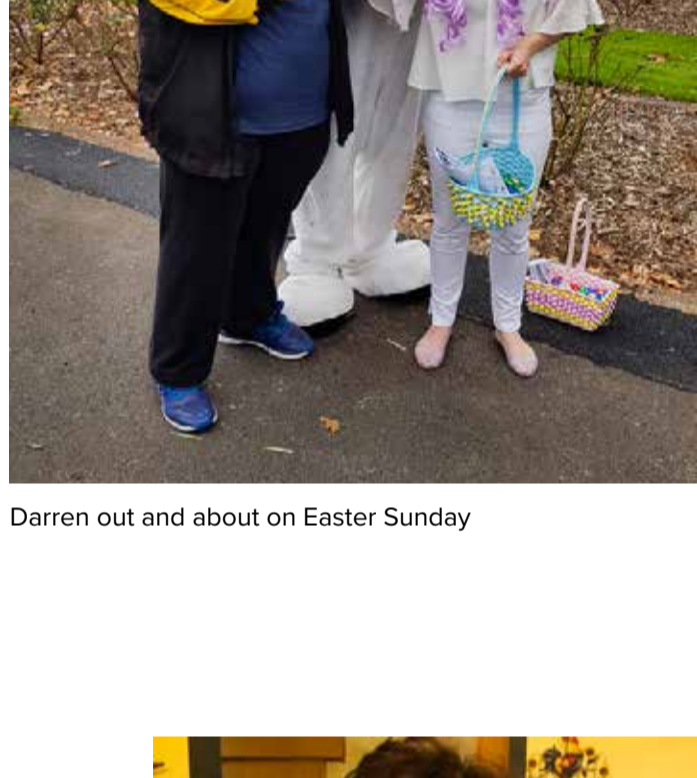
The April school holiday program's visit to the Trowanna Wildlife Sanctuary



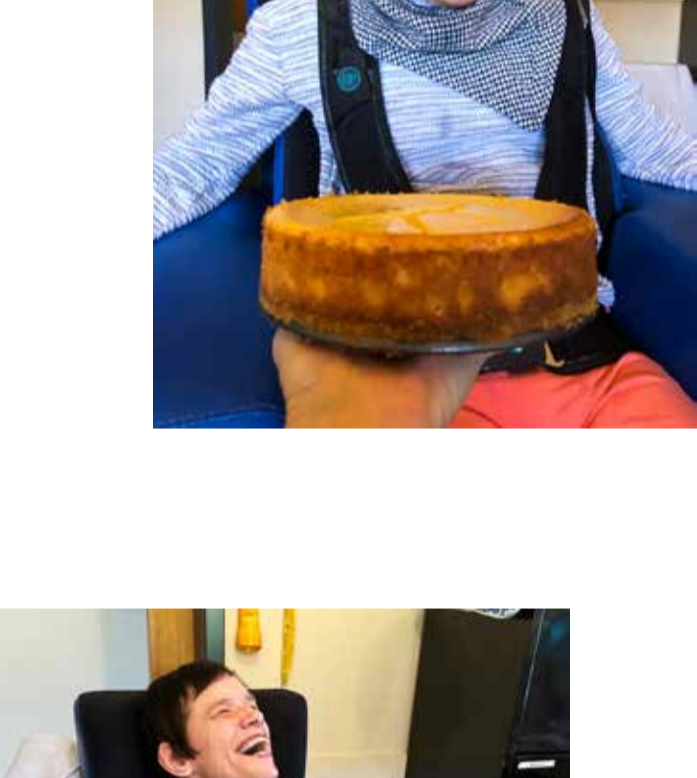
what's been happening?



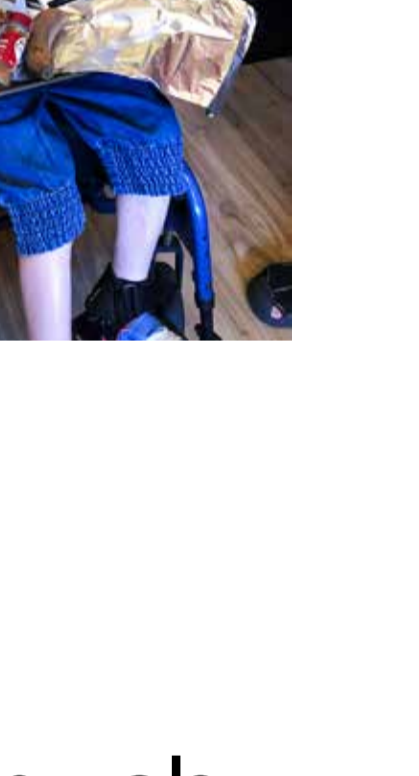
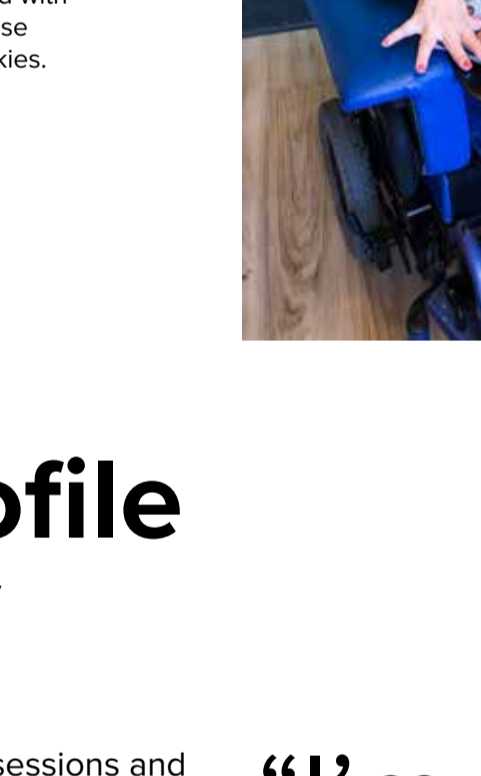
A visit from Alastair McEwin



Seeking donations for The Barn



Wally Winston the budgie has joined the Wynyard hub. The team decided to get a bird for the base so the participants have something new and interesting to watch. Wally whistles along with bird whistles played on the iPad and is being taught some words. The hub has a softer, friendlier feel with Wally and some new plants in the environment. 'Wally has been welcomed by all and we all anxiously wait for him to grow and show his personality and vocal skills.' Vonda reports.

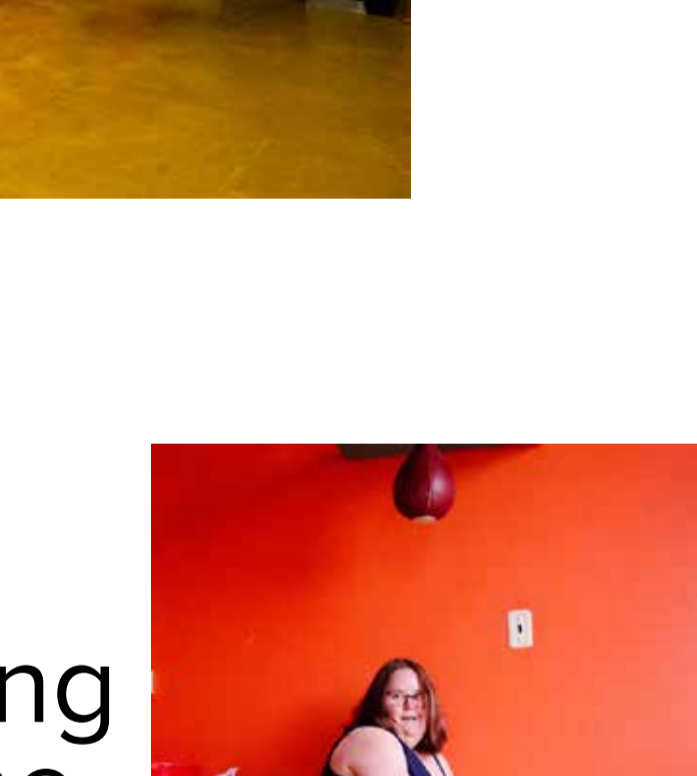


Michael (top), Warren (left) and David (above) with Wally at the Wynyard hub

interested in joining us?



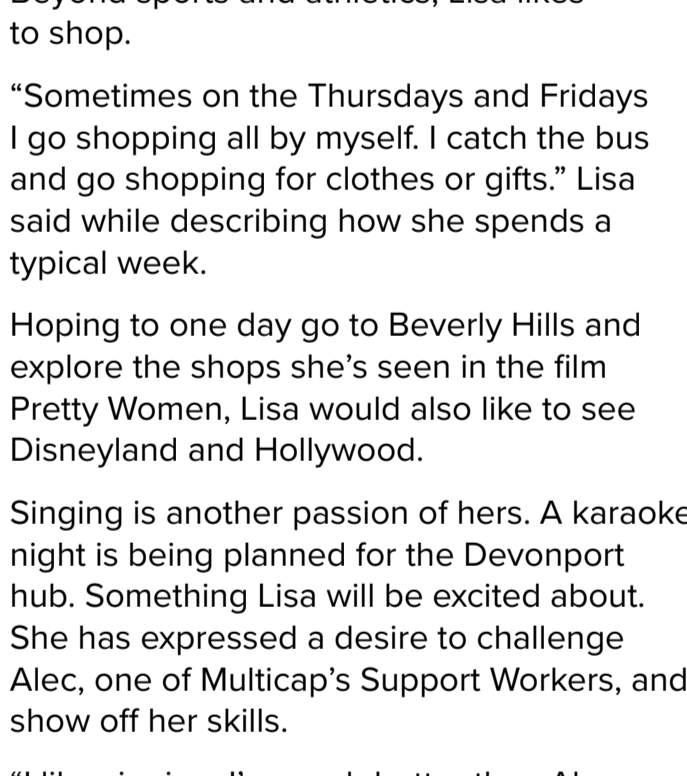
Casual Disability Support Workers



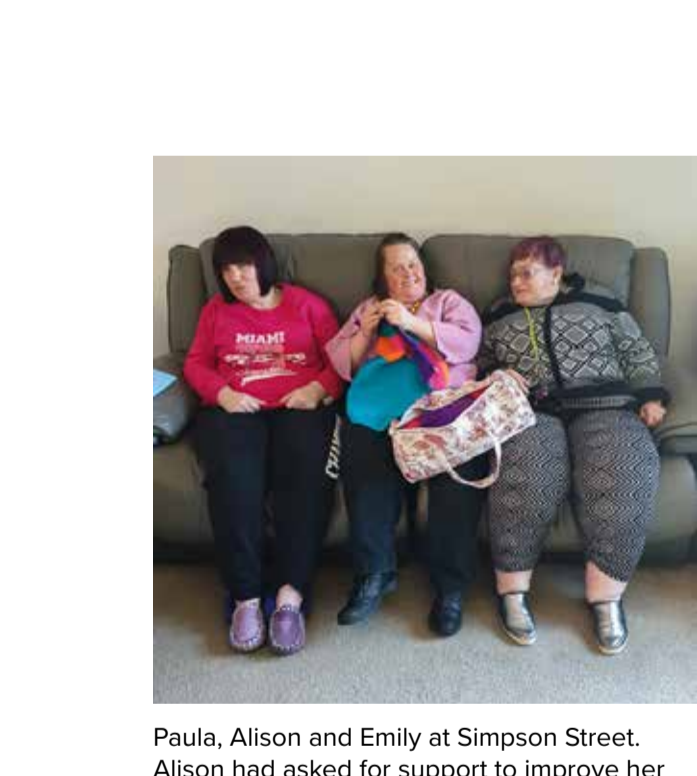
Working in disability information sessions

Our working in disability information sessions have kicked off again. Occurring fortnightly in Burnie and soon to be monthly in Launceston, these sessions are designed to introduce the sector and Multicap Tasmania to prospective employees.

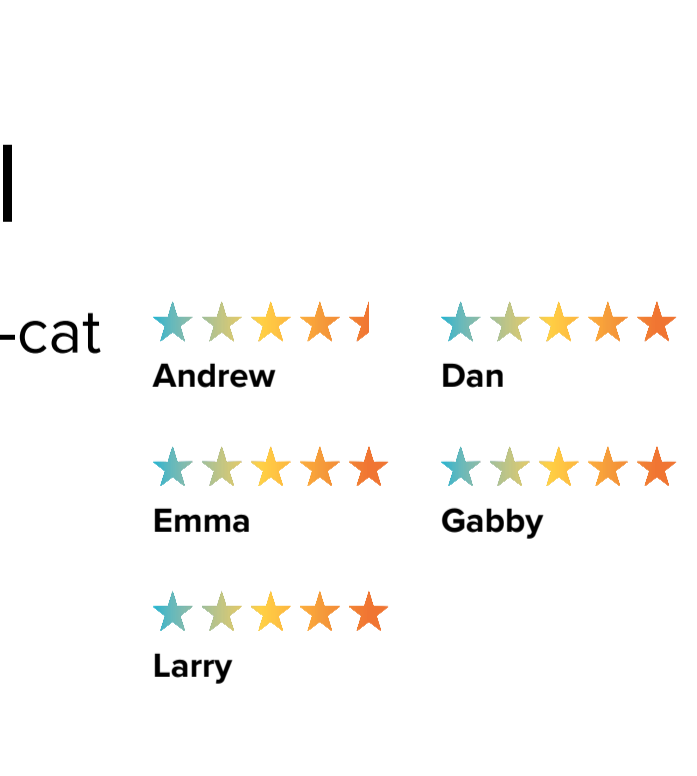
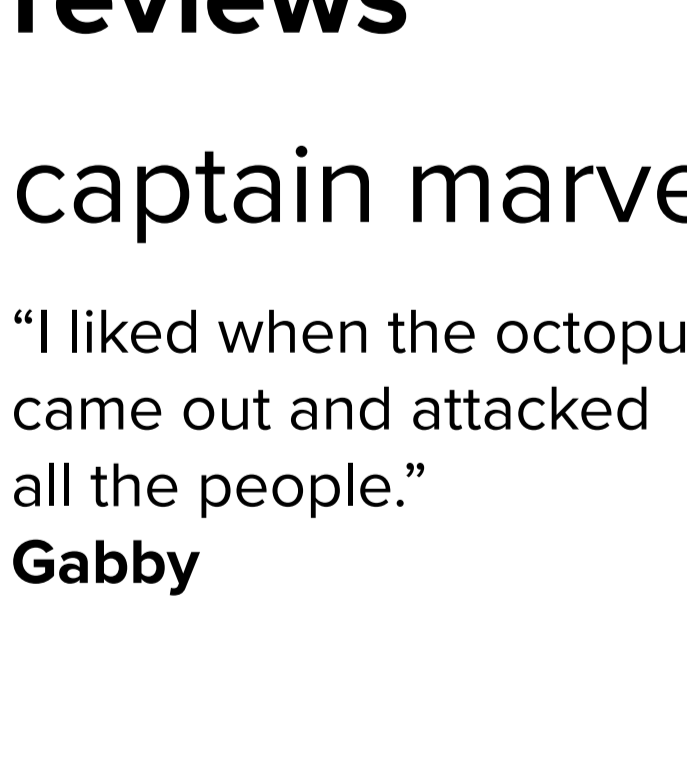
If you are considering joining the sector or moving across to Multicap Tasmania see what session works for you on [Facebook](#) or the [Information Sessions](#) page on the Multicap Tasmania website.



Attending the Wynyard hub once a week, Hazel knitted this scarf for another participant, Michelle. It's not just a scarf, it's a sensory scarf with bells, pompoms and tassels.



Darren out and about on Easter Sunday



Janelle loves assisting with household chores and especially cooking. Janelle is involved in all aspects from choosing the recipe, purchasing items and assisting in the kitchen with making the recipes. Janelle has a recipe folder that she adds photos and recipes to each week. Some of the recipes Janelle has assisted with have been ANZAC biscuits, baked cheese cake, baked banana and choc chip cookies.

client profile Lisa Kelly

Lisa attends Wednesday gym sessions and the Thursday night social club with Multicap Tasmania.

A regular of the Xbox at the social club, Lisa is full of smiles and cheeky comments as she revels in the friendly competition.

Lisa enjoys being active. Beyond her regular gym visits, she loves the social club bowling nights and participating in sports like volleyball, basketball. Above all other activities, Lisa loves gymnastics.

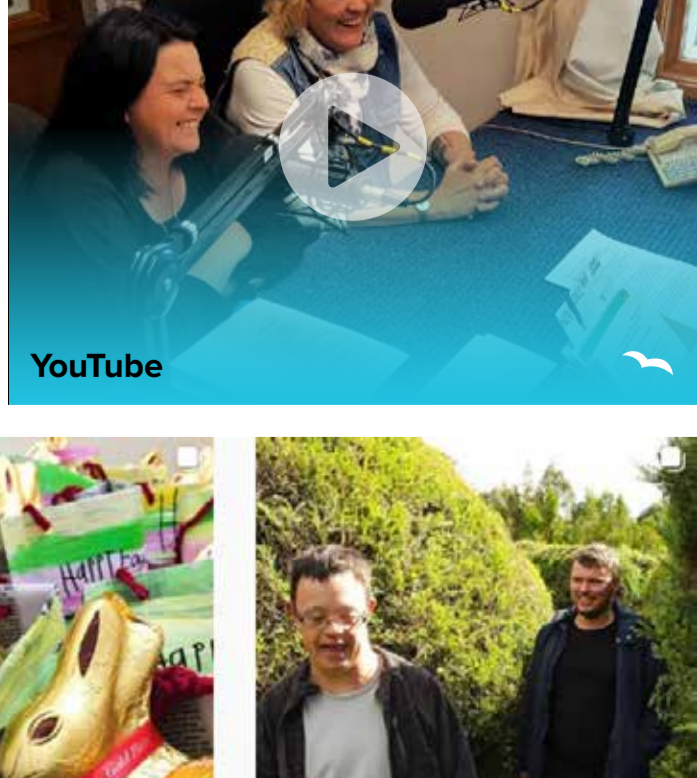
“I’m much better than Alec though. He’s really bad.”



Lisa practicing boxing with Alec

“My favorite sport is gymnastics. I love everything – the beam, the high bar..”

Beyond sports and athletics, Lisa likes to shop. “Sometimes on the Thursdays and Fridays I go shopping all by myself. I catch the bus and go shopping for clothes or gifts.” Lisa said while describing how she spends a typical week. Hoping to one day go to Beverly Hills and explore the shops she’s seen in the film Pretty Women, Lisa would also like to see Disneyland and Hollywood. Singing is another passion of hers. A karaoke night is something Lisa will be excited about. She has expressed a desire to challenge Alec, one of Multicap’s Support Workers, and show off her skills. “I like singing, I’m much better than Alec though. He’s really bad. He sings to all kinds of songs on the radio in the bus... He goes bob bob with his head.”

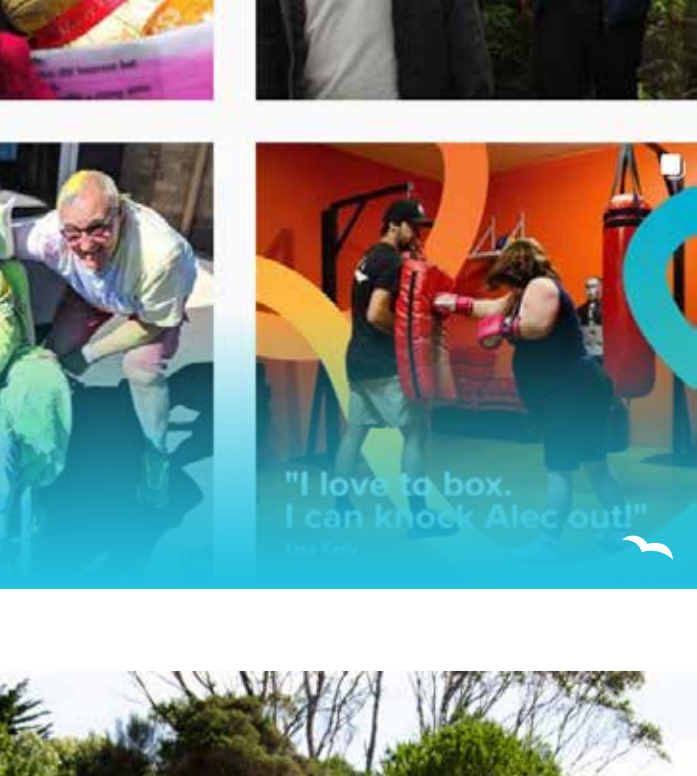


Lisa striking a pose for the camera

Working at St Brendan-Shaw College on Monday to Wednesday each week, Lisa makes sandwiches, spaghetti bolognese and other things which she serves on the till. “It’s really good!” Lisa exclaimed when queried about how she likes her job. Lisa’s gym workout featured on the Multicap Tasmania [Facebook](#) and [Instagram](#) pages in celebration of this year’s World Down Syndrome Day.



Alysha and Brendan at the Trowanna Wildlife Sanctuary on the final day of the April school holiday program



Paula, Alison and Emily at Simpson Street. Alison had asked for support to improve her knitting skills so Emily was asked out for an evening meal to share her skill of knitting.

connect with us

Keep up to date with Multicap Tasmania news and insights in the newsletters and social media platforms. If you have anything you would like to share please send it our way. [Email Help with any content or feedback](#)

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4 Stewart Street
Devonport TAS 7310
03 6431 5057

Launceston
31 Tamar Street
Launceston TAS 7250
03 6344 3109

Rosina, Melinda and Zali fossicking for rocks in Penguin